

Sharon Kendrick  
4521 Terra Granada Drive #5B  
Walnut Creek, CA 94595

May 14, 2003

Commissioner Kevin Martin  
445 12th Street SW  
Washington, 20554

Confirmed  
JUN 17 2003  
Distribution Center

Re: Please Hear a Citizen's Voice on Media Diversity

Commissioner Martin:

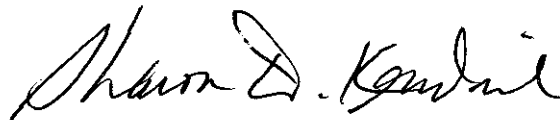
I've been very alarmed at the trend we've already seen in recent years of the sources of news and public information via media being reduced in number, viewpoint, and variety. This not only reduces (and eventually eliminates) the free flow of information, the benefits of local competition and the power of a diverse marketplace which will virtually disappear, but gives control of so much that affects everyone to the powerful few with money. I am writing now to respectfully remind the members of the Federal Communications Commission that you are responsible for ensuring that the media "serve the public interest." I am concerned that if the FCC continues to relax regulations on media ownership, the victor will be big business--and the casualties will be the people of the U.S.

As a supporter of human rights, women's rights, and democracy, I am concerned that the current media merger free-for-all threatens to rob us all of the independent voices, views and ideas that nourish a pluralistic, democratic society and that help to assure an informed electorate and society. I'm a firm believe in the fact that the more diversity we hear, the better able we are to find a solid basis for our own beliefs and where we stand. This can only lead to improvement in life for all.

The media are more than just a business; they bring information to people that affects their lives. We cannot have a healthy democracy, and those who may be disadvantage have even fewer opportunities to pursue equal rights and make their own contribution as productive members of society, if unable to be informed on the issues. The media have a responsibility to serve the public interest and ensure that all voices are heard. I believe it is my job to speak out my concern and your job to promote this.

Please remember U.S. consumers and citizens when you review the remaining regulations. These regulations must be kept in place, and strengthened, not weakened. The few media giants already control far too much of our precious information resources.

Sincerely,



Sharon D. Kendrick

May 9, 2003

Confirmed  
JUN 17 2003  
Distribution Center

Hon. Michael K. Powell  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Mr. Powell;

I am writing you today to voice my opinion in opposition to any changes in Federal law that would allow further consolidation in media industry and broadcast ownership. The American people deserve to hear more than one or two viewpoints in the news and on important issues. I believe that any additional consolidation will only benefit the senior management of the companies involved and not the American public or our democracy.

The big media conglomerates have used their power to keep opposing viewpoints off the air. These proposed rules changes would give them far greater power to keep opposing view off the air and out of newspapers. Whole communities, states and regions could be dominated by one media company which could decide which viewpoints to allow on the air or to be printed and which to censor.

Although I agree that competition is very healthy for the economy, it is apparent to me that after the merger mania of the 80's and 90's the people who benefited the most from the majority of mergers were the deal makers and senior management of these companies. AOL Time Warner is a classic example of a deal that did not benefit shareholders, investors at large or the American people.

Thank you for the opportunity to express my opinion. If you have any questions, please feel free to contact me at the address below.

Sincerely,



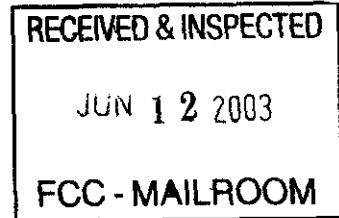
David W. Larson  
813 SW 18<sup>th</sup> Street  
Willmar, MN 56201

William T. McClellan tel 909.621.9143  
354 W. 6<sup>th</sup> St. page 909.812.2002  
Claremont, CA 91711 fax 909.625.5043  
[bill.mcclellan@verizon.net](mailto:bill.mcclellan@verizon.net)

Monday 19 May 2003

Commissioner Michael J. Copps  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

Confirmed  
JUN 17 2003  
Distribution Center



Dear Commissioner Copps:

The FCC speaks on the one hand about preserving the public interest, and on the other hand asks for arguments (supported by data, please) that reducing ownership rules would not harm the public interest so that these presumably useless rules may be reduced or eliminated (NPRM Sept '02).

The FCC is merely trying to uphold the law, but what law? The Telecommunications Act of 1996, a victory for media consolidation that contains a virus: the compulsion that every two years the FCC review every restriction of media ownership and reduce or eliminate those that are *not* demonstrably in the public interest.

The court that is holding the FCC to a strict interpretation of this law is a court that knows better than congress (which unwittingly passed the law) the intent of those who actually drafted the law. The intent? Deregulation. Neoliberalism über alles.

The NPRM reduces citizens to consumers and news to a product for sale. Media conglomerates, by being permitted to expand, will have the surplus income that will permit (and possibly) motivate them to spend it on more diverse and local product. Public interest will hereby be served. True? When pigs fly.

I submit that the monetarization of all values and the lie of the unregulated or "free" market are what fuel unrest in this country and abroad. How anyone can uphold neoliberal economic theory and also defend the public interest is beyond me.

Thus common sense and the lessons of experience are to be presumed guilty and in order to defend their innocence, every two years our officials are to be consumed with busywork, the failure of which has awesome consequences for the public good.

Deregulation has not worked for the public interest in water, in energy, or in telephony, to mention just a few areas where corporate greed has been so extreme and obvious that even the major media could not ignore it. Why should it work in media?

Tell the FCC to stop deregulation...and prepare them, yourself, and us the people for battles in court, congress, media, and venues only well-paid PR firms could dream up.

Sincerely,

A handwritten signature in cursive script, appearing to read "William T. McClellan".

William T. McClellan

William T. McClellan tel 909.621.9143  
354 W. 6<sup>th</sup> St. page 909.812.2002  
Claremont, CA 91711 fax 909.625.5043  
[bill.mcclellan@verizon.net](mailto:bill.mcclellan@verizon.net)

Commissioner Kathleen Q. Abernathy  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

Dear Commissioner Abernathy:

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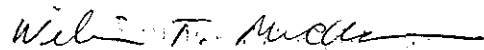
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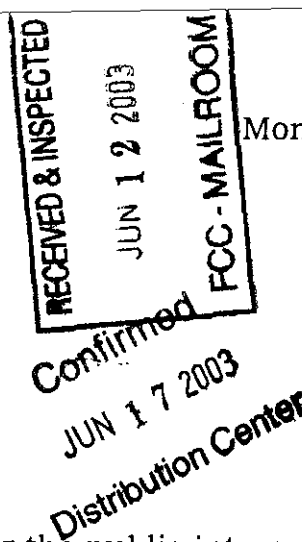
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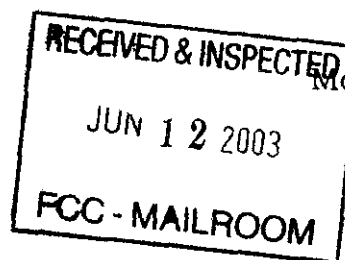


William T. McClellan



Monday 19 May 2003

William T. McClellan tel 909.621.9143  
354 W. 6<sup>th</sup> St. page 909.812.2002  
Claremont, CA 91711 fax 909.625.5043  
[bill.mcclellan@verizon.net](mailto:bill.mcclellan@verizon.net)



Monday 19 May 2003

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445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

Confirmed  
JUN 17 2003  
Distribution Center

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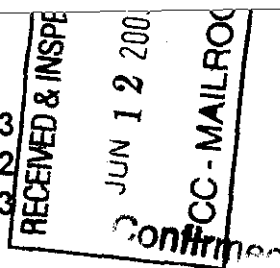
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William T. McClellan

William T. McClellan tel 909.621.9143  
354 W. 6<sup>th</sup> St. page 909.812.2002  
Claremont, CA 91711 fax 909.625.5043  
bill.mcclellan@verizon.net

Monday 19 May 2003



Commissioner Michael K. Powell, chairman  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

JUN 17 2003  
Communication Center

Dear Commissioner Powell:

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Sincerely,

*William T. McClellan*

William T. McClellan



# Arland Rininger Enterprises

WILDERNESS CONSERVATION . . . A GOOD INVESTMENT

Wadsworth, Ohio 44281 - Tel. <sup>330</sup>~~(216)~~ 239-2446

Confirmed

JUN 17 2003

Distribution Center

May 7, 2003

Dear Commissioners:

We would surely hope and pray that you would not allow large media monopolies to control what they would people such as us to know.

You are the only ones that can really help us and which will also allow us to continue to enjoy our right to freedom of speech.

Respectfully,  
Susie Arland Rininger

Subject: Re: Channel reception difficulties  
Date: Mon, 13 Jan 2003 15:08:52 -0500  
From: Dana Rouse <drouse@cfa.harvard.edu>  
To: "Richard T. Rodolf" <rtrdolf@earthlink.net>

Richard--

We are pleased to learn of your interest in Annenberg/CPB Channel programming.

We distribute the Channel using a Direct Broadcast Satellite (DBS) signal. So to receive the programming at home, it is necessary to have an "intermediary" agency that has the correct satellite downlink equipment and a way to rebroadcast the programming to homes (such as the Cox cable service.) In the case of Providence, RI, our records indicate that there are three possibilities for access to Fokus Deutsch. I hope one of them will work for you.

1. Cox Communications does, indeed, have the technical capacity to downlink the signal. There is a technical step that is required to downlink our programming and the Cox facility in Providence has completed that step. However, they have not submitted a license to record or rebroadcast our programming, so we have no information about the programs they are broadcasting or may be planning to broadcast.

You might call them again and simply ask what programming they ARE broadcasting on channel 88--the channel you were watching when you saw Fokus Deutsch. Cable franchises usually are required to reserve three channels of a cable system for the broadcast of Public, Educational and (local) Government programming. These are usually simply referred to as "PEG" channels. You could also ask who operates their "PEG" channels and call the agency that operates the Educational channel (which may be Channel 88). Ask that agency whether they have Fokus Deutsch (or any other Annenberg/CPB Channel programming) in their schedule. If so, that would be the agency to talk to about the poor quality of the transmission.

2. Rhode Island Public Television (WSBE, Channel 36) currently has a license to record and rebroadcast any and all programs that we feed by satellite. They also rebroadcast telecourses from PBS' Adult Learning Service (which may also include Fokus Deutsch). You might want to call them (401-222-3636), ask for the instructional television department, and ask whether they have Fokus Deutsch in their schedule. If not, you could request that it be included in the future and tell them that you understand from us that it is available to them free from the Annenberg/CPB Channel.

3. We also make our programs available via broadband. If you have a fast Internet connection available--anything faster than a dial-up--you can watch the series on your computer. If you don't have a fast Internet connection at home (does your Cox cable service include a cable modem?) you might check with community agencies such as the public library to see if the public has access to the Internet with a cable modem, DSL or a "T-line." In this instance, you can just go to our Web site at [www.learner.org](http://www.learner.org) and access it via the Web.

Let me know how it works out, or if you have any additional questions.

Dana J. Rouse  
Annenberg/CPB Channel  
Scheduling and Outreach Consultant  
1-800-228-8030, extension 4

----- Original Message -----

From: "Richard T. Rodolf (by way of Please cc: Channel@learner.org)" <rtrdolf@earthlink.net>  
To: <DRouse@cfa.harvard.edu>  
Sent: Thursday, January 02, 2003 8:29 AM  
Subject: Channel reception difficulties

Dear Sir or Madam:

I have enjoyed immensely the various educational programs offered by your organization. It is terrific to learn that there is such a wealth of learning material for those of us who wish to pursue avocational interests, such as foreign language, chemistry, physics and other fascinating topics.

Approximately a year ago I learned that your broadcast included a program called Fokus Deutsch. This particular series has been very helpful for me to reacquaint myself with German language skills that have remained mostly dormant since my college courses. As I have the periodic opportunity to travel to Germany, naturally I look forward to viewing and recording for my personal use the lessons of the Fokus Deutsch broadcast.

Sadly, more often than not my reception of the Annenberg/CPB (A/CPB) Channel from my cable provider remains unpredictably bad, to the point that the video portion of the program is nothing more than gray flickering lines, as though the horizontal and vertical controls for the output are chronically out of tune.

Some months ago I contacted my cable company, Cox Communications here in Rhode Island, and they insist that they do not carry The A/CPB Channel (reception for me is on Channel 88, offered to Cox Communication cable customers). Since I do not use antenna reception, I find their reply to be suspect at best.



My reason for contacting you today is to first notify you of the potential broadcast problem for A/CPB programming, as well as to inquire with you as to whether you know if your programming is directly picked up by regional cable broadcasting services (specifically, Cox Communications). This information will allow me to revisit the dialog with Cox regarding service problems for the A/CPB Channel, depending upon the outcome of my dialog with your organization.

It is hoped that resolution to my poor reception problem might be resolved prior to the beginning of the Winter 2003 Fokus Deutsch programming season. As I am a retired individual, I am unfortunately not able to afford purchase of the Fokus Deutsch video series from you, and so I must rely upon the ability to obtain the lessons through the broadcast method.

Thank you very much for your time in reading my inquiry to you today, and I look forward to your response when time permits. Please feel free to contact me if you have any questions or require additional information regarding this situation.

Best regards,

Richard T. Rodolf  
\*\*\*\*\*

Email to Cox Communications New England, submitted on June 25, 2002 at 12:10 a.m. at:

<http://www.cox.com/NewEngland/ContactUs.asp>

Enter your comments or question in the space provided below:

Dear Sir or Madam:

I am inquiring with you today about the status of former standard Cable Channel 88, the Annenberg/CPB Learning Channel.

Recently I discovered that this station featured German-language instructional programming. June 21, 2002 I was able to catch it and record the first ½ hour. Since June 23rd, however, there has been no signal and the channel does not appear on your lineup. When were you planning on notifying users of this change? What constitutes the deciding factors for such changes? It seems to me to be a sad commentary indeed that we have a plethora of sports, 24 hour commercial cable news stations and one of the few core educational channels has been, apparently, arbitrarily terminated by you. It saddens me greatly that your company would succumb to the unpopular "market trends" by taking this action.

I request an explanation from you concerning the status of Channel 88/Annenberg-CPB Channel, and hope that you have simply decided to move it to another channel, rather than deprive the viewers of one of the few commercial free educational stations. To say that the termination of yet another valuable program in favor of smackdowns and other hideous alternatives removes the last vestiges of any inspiration to upgrade my service to digital cable. There is only one cable provider where I live; it would be a shame if I were forced to file complaints with the PUC and appropriate state authorities.

Please reinstate the service. I wish to continue, among other programs on Channel 88, to better my German through the Fokus Deutsch programs. Would Cox Communications like instead to purchase those expensive videos for me?

The favor of your reply within 10 days is requested.

Sincerely,

Richard Rodolf

PLEASE DO NOT SELL RENT OR TRANSFER THIS EMAIL OR PERSONAL INFORMATION TO ANY PARTY OR USE SAID INFORMATION FOR UCE OR OTHER UNAUTHORIZED PURPOSES -- Please forward a copy of this email in your response. Thank you.

Subject: Re: Re: General Questions  
Date: Wed, 26 Jun 2002 15:47:09 -0400  
From: Cox eCare New England <NewEngland.Services@cox.com>  
To: Richard <topweblynx7@netscape.net>

Dear Mr.Rodolf:

Thank you for your inquiry. Cox is committed to providing the best customer service possible.

We have forwarded your request to our Marketing Dept. Again, thanks for your interest. If we can be of help in the future, feel free to contact us.

We hope that we have been able to provide you with the information you requested. If we have not, or if we can be of any additional service to you, please do not hesitate to contact us again.

Thank you.

Ernie

Cox Communications Online Customer Care Team

If you need additional information on other Cox products or services, please visit our web site at <http://www.cox.com>.

Original Message Follows:

-----  
Thank you very much for your response.

I'm surprised to learn that Channel 88 is not a cable service provided by Cox Communications. Perhaps all this time I have been picking up a local transmission, though I have never heard of that before. In any event, I would very much appreciate it if you would forward my request to the Marketing Department for consideration so that this useful and informative station may be added to the cable lineup.

Your conscientious response was most helpful, and if you need additional information from me at any time, please do not hesitate to contact me.

Kind regards,

Richard Rodolf

Cox eCare New England <[NewEngland.Services@cox.com](mailto:NewEngland.Services@cox.com)> wrote:

Dear Mr. Rodolf:

We thank you for visiting our website and for your recent e-mail.

We understand your concern about our channel lineup. We would like to assure you that this channel was not part of our lineup. It is possible that, if you have a cable ready television, you could have picked up an antenna signal and received this channel for that time. We are more than happy to forward your request for this channel to our Marketing Department for review. We value our customer's input and take your interests into consideration when making these types of programming decisions. Please feel free to contact us again with any questions or concerns you may have.

At [www.cox.com](http://www.cox.com) you can order online, check service availability, access your account, pay your bill and find answers to many commonly asked questions -- 24 hours a day, 7 days a week at your convenience. Just Click.

Thank you.

Courtney

Cox Communications Online Customer Care Team

If you need additional information on other Cox products or services, please visit our web site at <http://www.cox.com>.

May 29, 2003

PERSONAL & CONFIDENTIAL

Jonathan S. Adelstein, Commissioner  
FEDERAL COMMUNICATIONS COMMISSION  
445 12th Street SW  
Washington, DC 20554



RE: your recent appearance on C-SPAN; public participation in policy issues

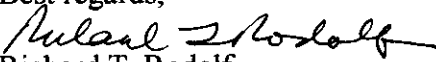
Dear Commissioner Adelstein:

It was with great pleasure that I was able to view your recent speech, carried on C-SPAN, in which you detailed your position that there is a need for greater, not reduced, public participation in the process of determining regulatory policy by the Federal Communications Commission. I commend you for taking such a proactive stance on this very important matter, especially in light of the increasing sense that what we, the public, opine privately and amongst ourselves, seldom if ever reaches Washington, let alone results in any concrete, positive change.

I have enclosed a copy of a letter to my local cable TV provider, Cox Communications of New England, a subsidiary of Cox Communications, Inc., located in Atlanta, GA, for your use as a testimony by this member of the public that I believe the FCC must always be attentive and receptive to the input from consumers and those who utilize the media governed by your agency. It disheartens me greatly that, over the course of a relatively short timeframe, we have gone from an age when cable TV was promised to be a commercial-free, more desirable alternative to broadcast television, to the sad present state of affairs, in which we consumers pay for programming literally jammed full of commercials, while simultaneously these same media giants take little if any time to consider the audience to which they provide their services – one could easily come to the conclusion that the cable industry is not consumer-driven, but rather the opposite: cable stations dictate the kind of programming that is offered to the consumer, much like the concern is about media companies in general.

I hope my enclosed letter speaks for the kinds of issues that I am most concerned about and at the same time is useful for you in your quest for more participation by the public. If you have any questions about its content, or if you would like further input from me at any time, please do not hesitate to contact me and I will be most grateful for the opportunity to address your request.

Best regards,

  
Richard T. Rodolf  
30 Robert Circle  
Cranston, RI 02905

May 29, 2003

PERSONAL & CONFIDENTIAL

Ms. Doreen Studley, VP Marketing  
COX COMMUNICATIONS  
9 J.P. Murphy Highway  
West Warwick, RI 02893

RE: request for one-month refund on regular cable service, other issues  
account number 001 6610 065465804 – customer Richard T. Rodolf

Dear Ms. Studley:

I feel compelled to communicate with you regarding what I consider to be substandard service on my cable TV subscription provided by Cox Communications New England. This comes prior to the Federal Communications Commission's consideration of relaxing the regulations under which media companies such as yours operate, including the reduction of public participation in the regulatory process and its impact on the consumer. I therefore request your careful consideration of the content of this communication.

My relationship with Cox Communications began on November 17, 1999, and has remained uninterrupted until the present, for monthly Cable TV service (Cox Limited Basic and Cox Expanded Basic). At the time of my initial subscription, my total bill was \$34.23 per month. In less than a year, on my August 2000 statement, Cox Communications increased my service by 9.5% to \$37.46 (with no attendant explanation for the higher rates for service). Similarly, in August 2001 you increased my cable service by 8.6% to \$40.69. The most recent insult came in your undated letter to Cox customers during the summer of 2002, in which you offered questionable explanations for yet another increase in my monthly service; on my August 2002 statement, my service increased by 7.9% to its current cost of \$43.90.

This is an outrageous pattern – yearly increases that far outstrip past inflation (or current deflation) rates. In the course of my 4 year relationship with Cox Communications, my service has increased by an incredible \$9.67, or over 28%, in 2 years. I find that fact to be extremely offensive, excessive, abusive and unacceptable.

Your only communication with your customers states that “ ... overall programming costs have risen an average of 19.1% over the past year and sports programming costs alone have increased by 37.8%. ... ” This does not warrant your increases in my opinion; subscribers who wish to view sports programming (of which I am NOT such a subscriber) should bear the costs of their viewing choices. My guess is that your figure of 19.1% INCLUDES those supposed sports channel increases, and does not reflect the

true (if any) cost increases for local channels and other non-sports related programming. Again, forcing me to pay for some sports fanatic's need for more than seven channels for sports programming, when I do not view ANY of these stations, is as described in the previous paragraph: offensive, excessive, abusive and unacceptable.

One key component to my reaction to your company's unsavory tactic is that you do not offer subscribers the choice to "opt out" of certain types of programming. The technology certainly exists for you to scramble premium channels, preventing me from viewing them; the same is likely true for subsets of the Extended Basic Service. I am certain that you could select out programming so that the consumer would end up paying for that which he or she actually wished to receive, rather than forcing him or her to subsidize the programming of other consumers. Your present pattern of blanket increases and non-targeted programming structure is akin to having to buy filet mignon or other premium foods every time one shopped at the grocery store, when one only wished to purchase poultry, vegetables or other low- to medium-cost items. I insist that Cox Communications devise a programming structure that does NOT require me to pay for the sports fanatics' incessant need for programming which I find distasteful to watch, let alone pay for.

I would also like to formally request that Cox Communications make available to me the choice of subscribing to German TV, now available in the United States under many satellite providers. There is a sizable German population in Boston, as well as throughout New England, and it is as viable a request as providing us with two Spanish and Portuguese language stations, TV5 and RAI.

My next point is no less significant than the above cost analysis put forth to you and its requirement for improvement in the way Cox Communications delivers its services to its subscribers. At the time of my initial contact with Cox Communications to initiate service, I was told that there was no discounted service for persons with disabilities, such as those similar to the Lifeline program offered by Verizon and the countless other discounted and/or subsidized services I receive, from RIPTA, housing subsidy, Food Stamps and so forth. I found no reason to question this policy until I received your October 2002 newsletter, Cox connections, in which the front-page article discussed your expansion of the senior discount program. In fact, you DO have programs which address the needs of low income persons and this again I found extraordinarily offensive that you would not include those persons under the age of 65 who must subsist on Social Security Disability benefits as their sole source of income. What differentiates the needs of a person with a life-threatening medical condition and its attendant high medical expense burden from those over the age of 65? I INSIST that Cox Communications apply this same program to ALL persons who are disabled immediately. I also expect a retroactive refund on my Cox Communications services to the time of its inception by crediting my account for the 10% I should be entitled to over these past 43 months that I have been a subscriber.

I now turn my discussion with you to the issue of service reliability and customer service within Cox Communications. Please find enclosed a copy of an email exchange I

engaged with a programming provider, the Annenberg/CPB Channel, shown intermittently on Channel 88. When I contacted Cox Communications in the Fall of 2000 regarding lost reception of this channel, the customer service agent I spoke with could not tell me whether Channel 88 indeed was active, nor could it be determined if Channel 88 carried the Annenberg/CPB channel (it does). Among the many beneficial and interesting programs that I view on Channel 88 (when I receive it) is *Fokus Deutsch*, a program which teaches adult learners basic German language and culture through innovative modules over an eight week period (coinciding, too, with high school and college calendars). Since discovering this program, I have attempted unsuccessfully to record the entire program from my Cox service; in each of the intervening six semester units that it has been offered by Annenberg/CPB, Cox has managed to interrupt Channel 88 for extended periods, so that I have yet to obtain the series in its entirety. Over the past month, I have recorded the following service interruptions on Channel 88, for your use, from the beginning of April 2003\*:

04/01/03 – 04/16/03	Service unavailable
04/17/03 – 04/21/03	Service available
04/22/03 – 04/25/03	Service unavailable
04/26/03 – 05/14/03	Service available
05/15/03 – 05/18/03	Service unavailable
05/19/03 – 05/22/03	Service available
05/23/03**	Service unavailable
05/24/03 – present	Service available

\*This tabulation does NOT detail the many months of service interruptions since Fall 2000 to April 2003, but is solely provided as an illustration of the deplorable service pattern provided by Cox Communications.

\*\*Part of a much broader service interruption on this date. See content below for further discussion.

The cost of purchasing these videos (offered by Annenberg/CPB directly) on my limited income is prohibitive; however, in retrospect, I could have easily covered the cost of the video set with the \$1,607.57 that I have paid your company over the past 4 years. Thus, I INSIST that you add IMMEDIATELY and without interruption the Annenberg/CPB Channel to your Extended Basic Cable lineup; since this is a free satellite service, I do not expect to see an increase in my cable bill.

Regarding the information tabulated above for 05/23/03\*\*, I experienced service interruptions on the following channels: 24, 26, 27, 35, 37, 29, 40, 44, 45, 46, 48, 49, 51, 52, 60, 73 (scrambled) and the already mentioned 88. This is but one example of the service interruptions in my cable service that I have endured over the course of the past 4 years. Previous to today's letter, I have not found it compelling to call Customer Service on each occasion, as the outages have not been for more than a day, and usually are for a few hours, or for a limited number of stations. However, in light of the recently substandard service provided on those channels mentioned above, and particularly the chronic inability of Cox Communications to provide a FREE satellite service, the

Annenberg/CPB Channel, I must INSIST that Cox Communications credit my account for the currently due amount of \$43.91 (due June 1, 2003) as compensation for the many times in which I have lost service. Failure to provide this credit may constitute a breach of contract, as I have paid every single bill you have sent me, in full. I have fulfilled my part of the agreement – Cox Communications must now fulfill its obligation to me.

One final note, which may be of interest to you: Today I telephoned Customer Service at (401) 383-2000 and specifically asked how to locate your office, your telephone number, and your FAX number. I was transferred twice to different sections of your Customer Service center, and on the final portion of the call, I clearly stated that I was a residential customer of Cox Communications wishing to verify how I may best locate you in order to ensure the delivery of this document efficiently and in a timely manner to your office. This last agent was curt with me, twice asking me if my call was a “cold call” (implying that I was a sales representative for an outside company, apparently) and then was unable to provide me with your information. When pointedly asked as to why you would have an address (the one used to mail this document to you), yet you appeared not to have a telephone number or a FAX number, he said to me that he did not have access to that information. I find that hard to believe, and I would ask that you make yourself more accessible in the future to subscribers who may have questions about service plans and the management of Cox New England. That is, unless of course, you wish not to be bothered by our participation in the process of providing us with cable service? It goes without saying that your November 2002 Newsletter touting Customer Service Month has little bearing on the several substandard experiences I have had when calling your Customer Service Department. I would charge Cox New England has much to improve in that area.

Let me review the salient points in my letter to you so that it is clear what I expect:

- Provide ALL customers with the ability to pay for the channels they wish to purchase and NOT pay for stations they do NOT wish to view
- Add German TV as a channel that can be paid for separately on Cox Cable TV (NOT Cox Digital Cable), like other premium services currently offered
- Expand the senior discount program to ALL persons with disabilities; refund 10% of \$1,607.57 retroactively to my account for this disabled discount
- Configure reliable reception of the Annenberg/CPB Channel on Cox Cable TV (NOT solely Cox Digital Cable)
- Refund my account \$43.91 to cover current and past outages
- Improve the demeanor of Customer Service agents and make senior Cox New England management both known, and accessible

I also expect a response from you directly to my letter to you today. Your reply will determine whether I remain a Cox Communications customer, or seek telecommunications services with a satellite provider. Historically I have preferred the ease and reliability of other cable TV service providers I have used in other markets, but I cannot assign that same expectation and devotion to your company as yet, for the reasons detailed in this document. I trust I will hear from you within 15 days from the date of this letter, and that I will see a credit on my next billing statement for the amount of \$43.91.

Please feel free to contact me by mail if you have any questions regarding this communication with you, or if you require additional information. I look forward to your response and I hope to be able to restore my faith in the cable industry in general, and specifically, in Cox Communications of New England.

Sincerely,

Richard T. Rodolf  
30 Robert Circle  
Cranston, RI 02905

cc: ✓ Jonathan S. Adelstein, Commissioner  
FEDERAL COMMUNICATIONS COMMISSION  
445 12th Street SW  
Washington, DC 20554

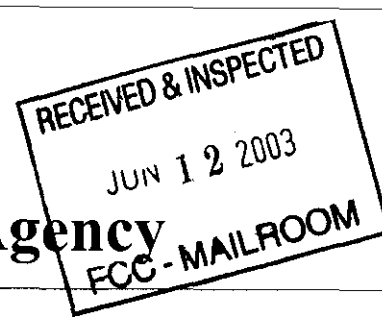
Robert C. Wilson, VP Programming  
Kimberly C. Edmonds, VP Customer Service  
COX COMMUNICATIONS, INC  
1400 Lake Hearn Drive  
Atlanta, GA 30319



# Town & Country Agency

210 East Main  
PO Box 159  
Pierce, NE 68767

Phone: 402-329-4991  
Fax: 402-329-4993



May 12, 2003

The Honorable Kevin J. Martin  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Confirmed  
JUN 17 2003  
Distribution Center

Dear Commissioner Martin:

I am writing this letter to you today because the FCC has asked for public comment on proposed changes that prohibit monopoly ownership of media sources in our communities. I know that media giants like AOL Time Warner, Viacom/CBS and Disney/ABC are trying to force the FCC to do away with rules that prohibit monopoly ownership. This begs the question, why would they want to do that unless they have an agenda. We have already lost enough freedoms in this country. We do not need to lose one more and this one could be devastating.

A small group of top media executives could literally silence anyone whom they disagree with over any political issue or personal agenda of their own. They could refuse to sell anyone, television, radio or newspaper advertising at any price. Please don't think that this can not happen, because it has already happened. In 1992 when our troops returned from Desert Storm, the NRA taped a special TV tribute to welcome them home. This public service announcement did not make a single mention of firearms or the Second Amendment; instead it was a simple, heartfelt message to our brave men and women in uniform, thanking them for a job well done. This did not get on the air at any price. All three networks said the same thing, that our thank you message to America's Armed Forces was too controversial because it was sponsored and paid for by the NRA.

Regardless of what organization it is, the NRA or any other in this country, that situation can not be good when you can block out anyone's voice from being heard in the media because of your political opinions. The American people deserve to hear more than one point of view on many issues. For the sake of freedom and democracy in this country I urge you to continue the broadcast ownership protections that, for decades, have helped to ensure a healthy political debate in our country.

Sincerely,

A handwritten signature in cursive script, appearing to read "Richard L. Sirek".

Richard L. Sirek, CIC

# Town & Country Agency

210 East Main  
PO Box 159  
Pierce, NE 68767

Phone: 402-329-4991  
Fax: 402-329-4993

May 12, 2003

Confirmed  
JUN 17 2003  
Distribution Center

The Honorable Kathleen Q. Abernathy  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Commissioner Abernathy:

I am writing this letter to you today because the FCC has asked for public comment on proposed changes that prohibit monopoly ownership of media sources in our communities. I know that media giants like AOL Time Warner, Viacom/CBS and Disney/ABC are trying to force the FCC to do away with rules that prohibit monopoly ownership. This begs the question, why would they want to do that unless they have an agenda. We have already lost enough freedoms in this country. We do not need to lose one more and this one could be devastating.

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Sincerely,



Richard L. Sirek, CIC

# Town & Country Agency

210 East Main  
PO Box 159  
Pierce, NE 68767

Phone: 402-329-4991  
Fax: 402-329-4993

May 12, 2003

Confirmed  
JUN 17 2003  
Distribution Center

The Honorable Michael J. Copps  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Commissioner Copps:

I am writing this letter to you today because the FCC has asked for public comment on proposed changes that prohibit monopoly ownership of media sources in our communities. I know that media giants like AOL Time Warner, Viacom/CBS and Disney/ABC are trying to force the FCC to do away with rules that prohibit monopoly ownership. This begs the question, why would they want to do that unless they have an agenda. We have already lost enough freedoms in this country. We do not need to lose one more and this one could be devastating.

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Sincerely,



Richard L. Sirek, CIC

# Town & Country Agency

---

210 East Main  
PO Box 159  
Pierce, NE 68767

Phone: 402-329-4991  
Fax: 402-329-4993

May 12, 2003

**Confirmed**

**JUN 17 2003**

**Distribution Center**

The Honorable Michael K. Powell  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Chairman Powell:

I am writing this letter to you today because the FCC has asked for public comment on proposed changes that prohibit monopoly ownership of media sources in our communities. I know that media giants like AOL Time Warner, Viacom/CBS and Disney/ABC are trying to force the FCC to do away with rules that prohibit monopoly ownership. This begs the question, why would they want to do that unless they have an agenda. We have already lost enough freedoms in this country. We do not need to lose one more and this one could be devastating.

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Sincerely,



Richard L. Sirek, CIC

# Town & Country Agency

210 East Main  
PO Box 159  
Pierce, NE 68767

Phone: 402-329-4991  
Fax: 402-329-4993

May 12, 2003

The Honorable Jonathan S. Adelstein  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Confirmed  
JUN 17 2003  
Distribution Center

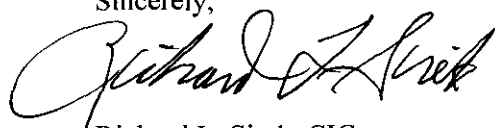
Dear Commissioner Adelstein:

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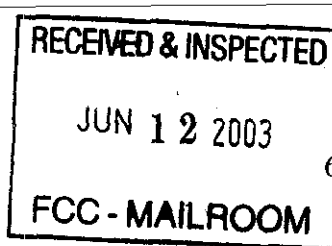
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Sincerely,



Richard L. Sirek, CIC

**Andrew H. Sargent**  
*Attorney at Law*



600 Winslow Way E., Suite 131  
Bainbridge Island, WA 98110  
Phone: (206) 842-1905  
Facsimile: (206) 842-7675  
E-mail [asargent@v-law.com](mailto:asargent@v-law.com)

May 12, 2003

The Honorable Kevin J. Martin  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

**Confirmed**  
**JUN 17 2003**  
**Distribution Center**

A diagonal stamp with a double border. The text is arranged in three lines: "Confirmed" at the top, "JUN 17 2003" in the middle, and "Distribution Center" at the bottom.

Dear Mr. Martin:

I urge you not to relax the broadcast ownership rules that protect American citizens from media monopolies.

The proposed changes will pave the way for giant media conglomerates to gain near-total control of radio and television news and information in communities across our nation. Many of the corporations that now are lobbying the FCC to relax these ownership rules already have a known track record in attempting to keep opposing viewpoints off the air.

The American people deserve to hear more than one point of view on important issues. Therefore, for the sake of our democracy and our freedom, I urge you to continue the broadcast ownership protections that, for decades, have helped to ensure a healthy political debate in our country.

In closing I would point out the fact that if it were not for the National Public Radio station I listen to and my membership in the NRA this key issue that will shape our country for years to come would have slipped by totally unreported. I feel very strongly about this issue but would not have had the opportunity to comment if I depended solely on mainstream radio and television for information on important policy matters.

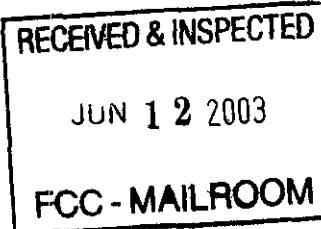
Thank you for your time and please feel free to contact me if you have any questions regarding my position.

Sincerely yours,

A handwritten signature in black ink, appearing to read "A. Sargent", with a stylized flourish at the end.

Andrew H. Sargent.

**Andrew H. Sargent**  
*Attorney at Law*



600 Winslow Way E., Suite 131  
Bainbridge Island, WA 98110  
Phone: (206) 842-1905  
Facsimile: (206) 842-7675  
E-mail asargent@v-law.com

May 12, 2003

The Honorable Johanthan S. Adelstein  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

**Confirmed**  
**JUN 17 2003**  
**Distribution Center**

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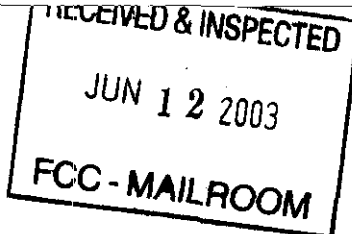
Thank you for your time and please feel free to contact me if you have any questions regarding my position.

Sincerely yours,

A handwritten signature in black ink, appearing to be "ASargent", written over a horizontal line.

Andrew H. Sargent.

**Andrew H. Sargent**  
*Attorney at Law*



600 Winslow Way E., Suite 131  
Bainbridge Island, WA 98110  
Phone: (206) 842-1905  
Facsimile: (206) 842-7675  
E-mail [asargent@v-law.com](mailto:asargent@v-law.com)

May 12, 2003

The Honorable Kathleen Q Abernathy  
Commissioner  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

**Confirmed**  
**JUN 17 2003**  
**Distribution Center**

Dear Ms. Abernathy:

I urge you not to relax the broadcast ownership rules that protect American citizens from media monopolies.

The proposed changes will pave the way for giant media conglomerates to gain near-total control of radio and television news and information in communities across our nation. Many of the corporations that now are lobbying the FCC to relax these ownership rules already have a known track record in attempting to keep opposing viewpoints off the air.

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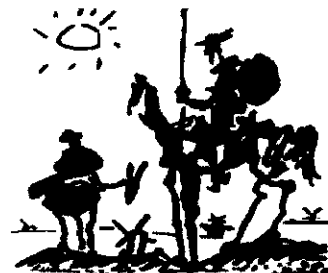
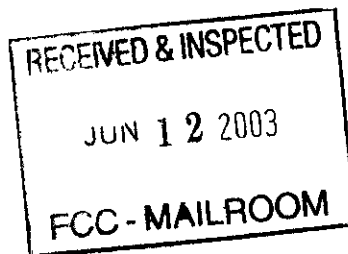
Thank you for your time and please feel free to contact me if you have any questions regarding my position.

Sincerely yours,

Andrew H. Sargent.



Jack Treece  
Box 409, 2088 S. 4.1 Road  
Gateway, CO 81522  
phone 970-931-2822  
fax 800-246-7164  
jtree@treeceland.com



May 11, 2003

The Honorable Jonathan S. Adelstein  
Commissioner  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Confirmed  
JUN 17 2003  
Distribution Center

Dear Mr. Adelstein,

Please do not relax the broadcast ownership rules.

These proposed changes do not protect American citizens from media monopolies and would only help these big outfits gain more control over television and radio providing fewer opinions for Americans to consider.

Please continue with your current policy concerning broadcast ownership. This will help our political climate by providing a variety of opinions for the people to work with.

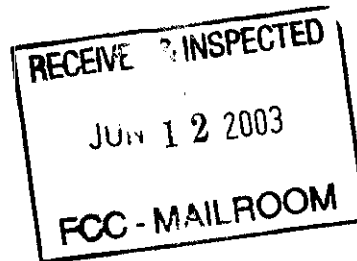
Sincerely,

A handwritten signature in cursive script, appearing to read "Jack Treece".

Jack Treece

Steven W. Threlkeld  
4262 Bancroft Drive  
La Mesa, CA 91941

Chairman Michael K. Powell  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554



May 29, 2003

Confirmed

JUN 13 2003

Distribution Center

Regarding: Proposed New FCC Radio Regulations

Dear Mr. Powell,

One of our most genuine interests in traveling across the United States has been discovering the diversity of the various cultures we encounter. One of the most enjoyable ways of doing this has been to tune the car radio in to the local channels to hear about the weather, the local news, the farming concerns and the sales at the local stores; and most especially to hear the kind of MUSIC that people like to listen to in the different regions. For example, several years ago we drove across the 'Four-Corners' area and listened to radio spoken in Native Navajo for almost two hours, including much of the music and the commercials! This is always a treat, and it's been good for our children too, to learn that other folks can have different tastes and to learn how to appreciate them too.

However, over the past few years there has been a considerable change occurring in local radio programming that we have found to be more and more disagreeable. More and more often, the radio programming is all starting to sound alike from one state to the next. Now one hears the same songs played in San Diego, California as in Helena, Montana or in Eugene, Oregon. Palm Desert, California now sounds the same as Grand Junction, Colorado! EVEN THE COMMERCIALS ARE THE SAME!

It has become patently clear that local radio programming, local creativity and local interests are becoming stifled by some kind of centralized, remote-controlled program directing. There can be no other explanation. And this is having the effect of marginalizing and suppressing local diversity and creativity - the very thing that has helped to make America great in the first place!

No longer can we even call in to our radio station to request our favorite songs - the whole program seems to have been canned somewhere else - probably in Los Angeles or New York - by somebody who thinks they know what is best for us to listen to here a thousand miles away.

There is a standing joke here in San Diego that if you tune in to a certain radio station at any random time of the day or on any day of the week, there is a 30% chance you'll hear the band Pink Floyd being played (I probably shouldn't say which station, but oh well - it's KGB 101.5 FM). It blows my friends away because seems to be true every time!

And this has been going on for years. Now, we all used to enjoy Pink Floyd, but really! Everybody is just sick of it, but it never seems to change. Because they rarely, if ever, take call-in requests like they used to when we were kids, in the middle of the great musical renaissance of the 60's and 70's.

America may be the "Great Melting Pot", but it's starting to feel as if someone has taken our musical culture, our creativity and our diversity and put it into some great big homogenizing blender. The blandness that is resulting is becoming less and less palatable – and more sickening - by the day.

No wonder there has been an explosion in computer downloads and musical file sharing *on the internet; people are desperate to hear what they want to, and they aren't getting it on the radio.* Does it make any sense to reward an industry that can't meet the demands of it's own constituents? In their mad pursuit of trying to run our culture like a business, these radio moguls have completely lost site of what is really important to us.

The proposed changes in regulations for the radio industry run the great risk of eroding a foundation of what has helped to make America great - our diverse and emerging musical culture. We urge the congress and the FCC to seriously consider all the ramifications of these proposed new regulations that will unquestionably encourage a further homogenization of the "ownership" of our airwaves.

Radio airwaves are, in fact, a sacred trust of the American people, and worthy of the most careful protections by our leaders. As a major outlet of our cultural creativity, our airwaves are truly at the heart of our liberty and our freedoms of speech.

Thank you for taking the time to listen to these views, please know that they are sincere and that they represent the views of many others here in the San Diego area. We wish you and FCC Chairman Michael Powell the best of success in managing these complex issues with the very best interests of the American people at heart.

Sincerely,

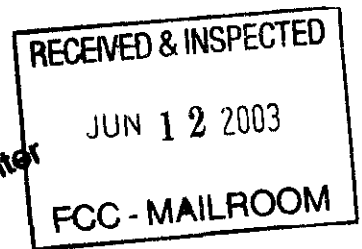
A handwritten signature in cursive script, reading "Steven W. Threlkeld". The signature is written in dark ink and is positioned below the word "Sincerely,".

Steven W. Threlkeld

C: Senator John McCain

Chairman Michael Powell  
Federal Communications Commission  
445 12th SW  
Washington, DC 20554

Received  
JUN 17 2003  
Distribution Center



May 17, 2003

Dear Commissioner Powell

I understand that the Federal Communications Commission is currently considering further deregulation of our communications industry which is already dominated by a very few corporations.

**Please, sir, do not let this happen.** Larger is not always better and in this particular area of our lives, smaller and diverse seems the more appropriate. For those of us who truly want to know what is going on in our country and in the world, we must seek out information from a variety of sources in order to find good reporting and then try to deduce from all those sources the truth.

Should one or just a few corporations gain total control of what is broadcast over the public airways, our powers to discern truth from biased opinion would be severely jeopardized.

Freedom of Speech and Freedom of the Press are cornerstones of our Democratic society. It is imperative that access to information and diverse opinions is always available to our citizenry. It is only with information that we can be citizens who will protect our nation and vote intelligently.

That is the job of your commission: to protect the individual American citizen. No matter how strong the lobby of major corporations, no matter how large the sums of money involved, **it is your duty to think first of each American and how he/she will be affected by your decision.**

Thank you for your consideration in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Eleanor Woodard".

Eleanor Woodard

Donald J. Woodard  
2106 Lyon Ave.  
Belmont, CA 94002-1639

Confirmed  
JUN 17 2003  
Distribution Center

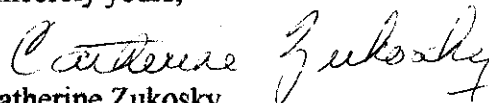
1279 Monroe Av  
Rochester NY 14620  
May 20, 2003

Mr. Michael Powell, Chairman  
Federal Communications Commission  
445 12th St SW  
Washington, DC 20554

Dear Mr. Powell,

This is an appeal to the Commission to oppose regulation changes ~~changes~~ that would allow for further consolidation of ownership by large media companies. We need more independent voices, alternative information sources, more interest in matters of local concern, more diversity on airwaves that belong to all the people.

Sincerely yours,

  
Catherine Zukosky